

Over 19,000 Veterans Receive Quality, Timely Health Care in Butler, PA

In Fiscal Year (FY) 2015, 19,855 Veterans received health care at VA Butler Healthcare.

LOCATED in Butler County, Pennsylvania, VA Butler has been attending to Veteran’s total care since 1947. VA Butler provides comprehensive Veteran care including primary, specialty and mental health care – as well as management of chronic conditions and social support services to the nation’s Veterans.

“We strive for all Veterans to have safe, high-quality, personalized, and timely care at VA Butler Healthcare,” said David Cord, Director. “99% of Veteran appointments

here are completed in 30 days. For Veterans seeking new appointments, wait times for primary care are 1 day or less, for specialty care 3 days or less, and for mental health care 1 day or less.”

VA Butler participated in the first ever National Access Stand Down to ensure all Veterans are receiving the care they deserve in a timely manner. The Access Stand Down took place at VA medical centers across the country in November to reach out to all Veterans identified as having the most important and acute needs to make sure they could be seen either in VA or in the community.

“We are here for our Veterans when they need us. At VA Butler, access to timely health care appointments is a top priority every day,” added Cord.



100% performance rating, and positive feedback from Veterans provided confirmation on the quality care at Butler in 2015.

The Veteran Input Pool (VIP) Program was developed this year to seek input directly from Veterans on matters of changes/suggestions and satisfaction with services. VA Butler’s OEF/OIF/OND Program also hosted Veteran Focus Groups to gain feedback in an effort to continually

improve quality of care.

“The only news about VA you hear is bad. You don’t hear the good stories. There is good stuff happening here at Butler,” shared one Veteran from the OEF/OIF/OND Focus Group.

In addition to timely and quality health care, VA Butler focused on improving, expanding, and adding new programs and services for Veterans in 2015. Three new Community-Based Outpatient

Clinics in Armstrong County, Clarion County, and Cranberry Township opened in the fall of 2015, improving and expanding services to Veterans in those local areas. An Acupuncture Clinic was initiated at the main facility in Butler to bring a new service to eligible Veterans. Two new group programs were developed as well, a Veteran ‘X’ mental health recovery group, and a Military Sexual Trauma (MST) Support Group just for female Veterans.

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Three new CBOCs open this fall

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Creative Arts help Veterans recover

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Veterans play ball with the Steelers

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Voice of the Veteran

ANOTHER TOP PRIORITY, QUALITY HEALTH CARE

Three successful health care surveys, an outstanding,

Support for MST Survivors



Jessie Truitt, Army Veteran with Ensign, her PTSD service dog, outside at VA Butler Healthcare. Jessie attends the weekly MST Support Group.

VA BUTLER Healthcare’s Center for Behavioral Health (CBH) started a weekly women Veterans’ Military Sexual Trauma (MST) Support Group in the spring of 2015.

“Throughout the first four years of treatment, I was told that I was not alone. I read the statistics and the informational pamphlets, but I never had the opportunity to sit down and discuss the issues I was facing every day with people who truly understood,” said Jessie Truitt, Army Veteran and MST Survivor. “To see the women in the MST Support Group and realize that they

really do get it is the most effective treatment I’ve had.”

VA’s national screening program, in which every Veteran seen for health care is asked whether he or she experienced Military Sexual Trauma (MST), provides data on how common MST is among Veterans seen in VA. National data from this program reveal that about 1 in 4 women and 1 in 100 men respond “yes,” that they experienced MST.

The new group at Butler is geared towards support (it is not a trauma processing group). Topics discussed in

the group include: increasing a sense of safety, shame and guilt, learning to trust others, recognizing possibly unsafe situations, and the cyclical nature of Post-Traumatic Stress Disorder (PTSD).

“Many MST survivors experience lifelong changes due to sexual assault/trauma, and one main consequence is isolation,” said Rowan Flamm, VA Butler Healthcare’s MST Coordinator. “The primary goal of this support group is to reduce the sense of isolation many survivors feel.”

Jessie was raped by her station commander while on recruiting duty for the Army. Six years later, she decided to step up, tell her story, and seek treatment at VA Butler Healthcare. Now in addition to her weekly individual therapy, Jessie also attends the MST Support Group.

“The experience with the group has been amazing. We have made instant connections with each other. They have the same struggles I do. Seeing them makes me realize that I

truly am not alone. We are all at different stages of recovery. Some of us have been in treatment for years, some only a few weeks, but we are all there to help each other succeed in life and regain control of ourselves.”

FY15 STATISTICS SNAPSHOT

| |
|-------------------------|
| 19,855 |
| Veterans Served |
| 553 |
| Employees |
| 346 |
| Volunteers |
| 39,808 |
| Volunteer Hours |
| 39 |
| University Affiliations |
| 163 |
| Operating Beds |
| 175,573 |
| Outpatient Visits |
| \$93M |
| Operating Budget |
| 1,352 |
| Facebook Fans |
| 1,402 |
| Twitter Followers |

Veteran ‘X’ is One of the Best



The Veteran ‘X’ group meets weekly at VA Butler to take an active role in their recovery.

“Veteran ‘X’” a program for Veterans by Veterans started at Butler in early FY15. Now over a year into the program, it was recently reviewed and rated as one of the best in the nation!

“A challenge of mental health recovery is moving from a passive recipient to an active collaborator in the treatment process,” said Cary Adkins, Army Veteran, Peer Specialist, and Veteran

‘X’ Group Coordinator. “Many Veterans are unfamiliar with developing a treatment plan, and therefore, have difficulty playing an active part in establishing the goals and objectives of treatment. Veteran ‘X’ focuses on providing Veterans the opportunity to take an active role in choosing treatment goals and finding solutions to problems they may be facing.”

In the program, Veteran ‘X’ has a number of challenges similar to those faced by the group’s participants. While helping Veteran ‘X’ to solve his issues, participants gain valuable skills and information to resolve their own issues.

“The whole idea is Veterans empowering Veterans, and that’s what I really get out of it each week,” said Bill Barger, Air Force Veteran.

“Just about anything a Veteran could be involved in, we’ve done actual scenarios. We have the information. So, should we ever need those services, we know how to properly advocate for ourselves.”

The information is helpful, but the comradery is key. “Veteran ‘X’ has made me feel a part of something good again. I have had the opportunity to be associated

with true heroes who have come home to new challenges and life altering struggles. Just as in military service, with Veteran ‘X,’ we have learned to adapt and overcome obstacles such as homelessness, addiction, mental health, family and financial issues. Through Veteran ‘X’ I have been able to form a bond with a new band of brothers,” shared Barger.

Volunteers of the Year 2015

SANDRA Wilder and Dave Cavanaugh were awarded the 2015 female and male 2015 Making Lives Better Volunteer of the Year Award.

VA Butler Healthcare held the 2nd Annual Making Lives Better Volunteer of the Year program during National Volunteer Week in April to honor a male and

female volunteer who exemplify the spirit of volunteering. Nominated by their peers and VA staff, the nominees for Volunteer of the Year 2015 were: Patrick Trimpey, Charles Jennings, David Cavanaugh, Joseph Gagliardi, Ginger Braho, Linda Trimpey, Mary Lee Kelly, Lorna Whittington, and Sandra Wilder.

Female winner Sandra Wilder has seven years of volunteer service at VA Butler accumulating over 708 hours of service. She serves on VA Butler’s Voluntary Services Committee as the Representative for the VFW Ladies Auxiliary. She volunteers for the Comfort Item Distribution Program, recreation, and special events.

Male winner, for the second year in a row, Dave Cavanaugh has nine years of volunteer service at VA Butler accumulating over 3,039 hours of service. He volunteers in



Support Services, as a Community Living Center (CLC) Volunteer Aide, as a Comfort Companion for the

Hospice/NVDA program, and also for special events. Dave is also an Air Force Veteran.

Five Veterans Treatment Court Graduates



BUTLER COUNTY BAR ASSOCIATION

The five Veteran graduates: Ethan Landis (Army), Matthew Fettis (Army), Thomas Gray (Army), Kevin Willacy (Navy), and Amos Good (Marine Corps) with Judge Timothy McCune, the presiding Judge for Butler County’s VTC.

BUTLER County’s Veterans Treatment Court (VTC) celebrated the graduation of five Veterans in August 2015 – Ethan Landis (Army), Matthew Fettis (Army), Thomas Gray (Army), Kevin

Willacy (Navy), and Amos Good (Marine Corps).

Landis is glad he completed VTC, and he would recommend it to other Veterans, but he has some advice for them too: “If

you’re just doing this to try to get a lesser charge, and not to actually better yourself, you’re going to find yourself in jail more often than not. It’s definitely not

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U.S. Department of Veterans Affairs

MAKE THE CONNECTION

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VA Butler’s Homeless Team meets regularly to coordinate outreach, connect homeless Veterans with VA services, and collaborate with community partners to end Veteran homelessness.

Working Together to Eliminate Veteran Homelessness

VA Butler partnered with the local community to host three successful Stand Down Events in an effort to eliminate Veteran homelessness this year. VA Butler’s Homeless Team also participated in the National Point In Time (PIT) Count held in January.

In August, VA Butler and community partners hosted the 5th Annual Lawrence County Veterans Stand Down. The event focused on homelessness and mental health services/resources available throughout Lawrence County and its surrounding area. Major participants/partners for the stand down included: 1st Battalion, 107th Field Artillery; Lawrence County Community Action Partner-

ship; Lawrence County Veterans Affairs; VFW Ladies Auxiliary; Lawrence County Social Services. 42 Veterans attended.

32 Veterans participated in the annual Armstrong County Veterans Stand Down at the New Bethlehem VFW in September. In addition, representatives from VHA, VBA, the Primary Health Network, local VSO’s and the Civil Air Patrol provided services and resources to all in attendance.

The largest attendance was at the second annual Mercer County Stand Down held in November with 58 Veterans in attendance. This stand down was hosted by the Sharon, PA American Legion and included a

Resource Fair as part of the event. Supportive Services for Veteran Families (SSVF) and Community Action Partnership were major partners for the event.

“No one can end homelessness alone. Community partnerships is a key component to the success of VA Butler’s Homeless Program,” said Sandy Beahm, VA Butler’s Healthcare for Homeless Veterans Program Coordinator. “This year we focused on developing and maintaining community partnerships and relationships in all counties we serve.”

All members of VA Butler Healthcare’s Homeless Team, along with community partners were activated to search for homeless Veterans,

VA Butler’s homeless team assisted 863 Veterans in FY15

individuals and families in January as part of the National Point In Time (PIT) Count. The team searched ramps, bridges, underpasses, alleys, behind stores, gas station, drop-in centers, 24-hours stores, eateries, and river banks – all familiar areas where the homeless population might be. The team also talked to local community members, and distributed literature with resources and contact information with the strong hope it would be passed on

to individuals/families in need. A crockpot luncheon was held too, as an outreach opportunity to educate the community about homeless issues and possible needs.

This all-out effort was an effort to search for any individuals and families living where no one should be living. By estimating the number of homeless Veterans, the PIT Count gauges progress in achieving VA’s goal of ending Veteran homelessness.

VA Butler’s homeless team assisted 863 Veterans in FY15.

Clothesline Project Increases Sexual Assault Awareness

VA Butler hosted its 3rd Annual Clothesline Project as part of Sexual Assault Awareness Month in April. Women Veterans in VA Butler’s MST Support Group contributed shirts to this year’s display.

The Clothesline Project is

a visual display of shirts with graphic messages and illustrations that have been designed by survivors of violence, loved ones of survivors, or by someone who loves someone killed by interpersonal violence/domestic violence. The purpose is

to increase awareness of the impact of violence on women and men, to celebrate the strength of survivors and to provide another avenue to “break the silence” regarding sexual assault, childhood abuse, and physical violence.

Five VTC Graduates

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the easy way out. If you’re going to do it, do it because you’re ready to.”

Veterans Treatment Court requires regular court appearances, as well as mandatory attendance at treatment sessions and frequent and random testing for substance use (drug and/or alcohol). Throughout the program, a judge regularly checks on the Veteran’s progress. If the Veteran fails to meet the requirements of the program the Court will impose sanctions which may include community service, fines, jail time, or transfer out of Veterans Treatment Court back to a traditional criminal court.

The goal of Veterans Treatment Courts is to divert those with non-violent criminal charges, mental health, substance abuse and homelessness issues from the traditional justice system and to give them treatment and tools for rehabilitation and readjustment.

A total of eight Veterans have now graduated from Butler’s program. Butler’s VTC celebrated its three-year anniversary in November 2015. Butler County’s Veterans Treatment Court is one of 18 VTCs in Pennsylvania. Mercer County’s Veterans Treatment Court completed its first year of operation in 2015, and is preparing for a graduation in early 2016.

Under development is Lawrence County’s VTC, projected for 2017.

With the growing number of Veterans Treatment Courts, VA required justice- focused action at the medical center level, thus the Veterans Justice Outreach (VJO) Initiative was created to educate the legal system, law enforcement, and jails on unique issues facing today’s Veterans.

VA Butler’s Veterans Justice Outreach (VJO) served 443 Veterans this year. VA Butler’s VJO program connects local justice-involved Veterans with VA treatment and other services that can help prevent homelessness and facilitate recovery.



For Veterans who are homeless or at risk of becoming homeless,

VA IS HERE TO HELP.

Richard, formerly homeless Veteran
Served 1978-1996

Help for Homeless Veterans
877-4AID-VET
va.gov/homeless | (877) 424-3838

VA **U.S. Department of Veterans Affairs**

ANNUAL REPORT BUSINESS

35-Second Speed

For FY15, VA Butler's Call Center answered **95,432 calls** with a 35-second speed of answer. The Voice of the Veteran surveys high-lights Call Center staff continuously for exceeding the goal of 80% Veteran satisfaction by scores of **85-88%** consistently.

New Facility Honors

In addition to maintaining Joint Commission Accreditations and Commission on the Accreditation of Rehab Facilities (CARF) Accreditations, VA Butler had four successful facility surveys, visits, and awards for 2015:

COLLEGE OF AMERICAN PATHOLOGISTS (CAP) LAB ACCREDITATION

January 2015

THE JOINT COMMISSION (TJC) ONE-TIME FOCUSED SURVEY ON ACCESS

August 2015

LONG TERM CARE INSTITUTE (LTCI) SURVEY OF LONG TERM CARE PROGRAM

September 2015

GOLD CORNERSTONE AWARD FROM THE NATIONAL CENTER FOR PATIENT SAFETY

November 2015

Continuous Quality Improvement Projects Improve Customer Service and Communication to Veterans

Key projects in 2015 worked to improve communication and customer service to Veterans. Highlights included: Standardizing/streamlining transportation through Voluntary Services and the DAV, developing a Remembrance Committee to promote awareness of significant events/remembrances, and creating maps for Veterans - both local maps of VA Butler Healthcare, and directions to/from VA Pittsburgh facilities.



Three Clinics Open in New Locations



Armstrong County (left)
Clarion County (below)
Cranberry Township (right)



VA Butler relocated and enhanced its three contracted Community-Based Outpatient Clinics (CBOC) in Armstrong County, Clarion County, and Cranberry Township through a partnership with Valor Healthcare in 2015. Valor Healthcare is a Veteran-led organization who staffs and operates over 30 CBOCs across the country, and has been a partner with VA Butler for over five years.

The Armstrong County CBOC opened on September

17, 2015 at its new location: 11 Hilltop Plaza, Kittanning, PA 16201. The Clarion County CBOC opened on September 28, 2015 at its new location: 56 Clarion Plaza, Suite 115, Monroe Township, PA 16214. The Cranberry Township CBOC opened on November 2, 2015 at its new location: 900 Commonwealth Drive, Cranberry Township, PA 16066.

"We've enjoyed an outstanding relationship with the Veterans, Veteran organizations, and volunteers from each of

the counties and townships involved with these new clinic openings," said Tim Florian, VA Butler's CBOC Manager. "Both current and new CBOC staff members really banded together to ease the transition, and the beautiful new facilities have provided additional access to our Veterans."

At the new, larger clinics, Veterans may receive primary care (with support services such as laboratory), behavioral health, social work, pharmacist consultation, podiatry, and a variety of specialty care services using telehealth.

"With expanded telehealth services, along with primary care providers, specialists, and support staff on-site, the goal at these new clinics is to

provide the majority of our Veterans' primary health care needs without them having to travel to the main facility in Butler or the VA in Pittsburgh," added Florian. "We want to provide our Veterans health care closer to their homes."

Upon completion of the three new facilities, grand opening events were held at all locations this fall to commemorate the new facilities for Veterans, as well as invite Veterans to check out their new clinic, meet new staff, and ask any questions.

"All in all, the clinic openings have been enthusiastically received and we look forward to growing these clinics together," said Florian.

Construction Starts on New Health Care Center

In the fall of 2015, construction officially began on the 168,000 square foot Health Care Center (HCC) with completion expected in 2017.

CONSTRUCTION completion is anticipated to be in late 2017. The new facility is anticipated to be open for Veterans in 2018.

Once complete, the HCC will be a two-story building located on North Duffy Road, approximately 1.4 miles away from the Butler campus. The HCC will expand VA Butler Healthcare's outpatient services and will include Primary Care,



Specialty Care, Dental, Lab, Pathology, Radiology, Mental Health, and Ancillary and Diagnostic services.

At the end of 2014, VA awarded a lease contract for a

168,000 net usable square foot Health Care Center (HCC) to Cambridge Healthcare Solutions PA, LP (Cambridge), of Vienna, Virginia. Cambridge Healthcare Solu-

tions local partners' Stantec, an architectural/engineering design firm (Butler, PA) and Mascaro Construction Company (Pittsburgh, PA) are also working on this project.

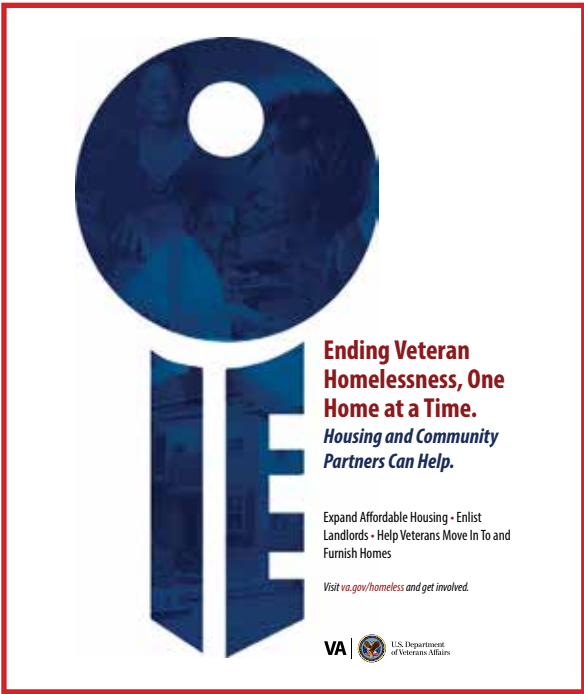
Enhanced Use Lease to Eliminate Homelessness Remains Priority

VA Butler continues to work with VA Central Office, Office of Construction and Facilities Management for an Enhanced-Use Lease (EUL) with the Housing Authority of Butler County for operation of an 18-unit permanent housing program for senior, homeless Veterans. The lease would allow for reuse of

vacant building 3 and approximately 2 acres of land on the VA campus to house the program.

The proposed project promotes VA involvement in the well-being of the community while demonstrating sound business practices through conversion of an underutilized capital asset

and directly addressing a specific strategic goal of VA – Eliminate Veteran Homelessness. The proposed project directly supports VA’s goal to eliminate Veteran homelessness by assisting homeless Veterans and Veterans at risk of homelessness to obtain safe, affordable, permanent housing.



Veteran Input Pool (VIP) Program Launches

NEW to VA Butler’s Customer Service Program in 2015 is the Veteran Input Pool, or VIP program. The VIP is a group of Veterans who have volunteered to

participate with ongoing feedback related to VA Butler Healthcare processes, projects, and policies.

The purpose of VIP is to better understand the needs

and sensitivities of Veterans when making decisions on improvements within the facility. The new program currently includes 26 Veterans, with the goal to

grow it to 30-45 actively enrolled Veterans.

VA Butler’s Customer Service Program also obtained feedback from approximately 2,800 Veterans

through additional surveys, such as Voice of the Veteran. VA Butler offers more services at the CBOCs due to feedback received from this particular survey.

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15 Employees Honored at Government Awards Program



VA Butler’s Customer Service Specialist Melissa Cordek (center) received the Gold Award for Outstanding Administrative Employee at the 2015 Excellence in Government Awards Program held in May.

BRANDON VIEHMANN, KIMBERLY TIMMERMAN, LORI RICHAEAL, and SCOTT BELDEN Outstanding Team Award – Custom Knee Brace Improvements

HEATER PAINTER, JESSICA EHREDT, DEBRA FINUCAN, and ANN RAMSEY Outstanding Team Award – Radiology Team

15 VA Butler Healthcare employees were recognized at the 2015 Pittsburgh Federal Executive Boards (FEB) Excellence in Government Awards Program:

GOLD AWARD
MELISSA CORDEK
Outstanding Administrative Employee

BRONZE AWARD
LYNN BUNGAR and JANICE MARTIN

Outstanding Technical Employees
JACKIE CANNON and BRADLEY MEREDITH Rookies of the Year
CARLA RUSSELL Outstanding Supervisor/Manager in an Administrative Series
MARY SQUEGLIA Outstanding Supervisor/Manager in a Professional Series

In addition, VA Butler employees JOSH COOPER, LAUREN HEIGER, and JACKIE SMITH were recognized for their exemplary customer service to Veterans and their peers during Customer Service Week October 5-9, 2015. LOUELLA MCKEE was a co-winner for the 2015 Disabled American Veterans

(DAV), Outstanding Veterans Health Administration Employee of the Year.

100 VA Butler employees also received I CARE certificates in FY15 for going above and beyond to carry out VA’s core values of Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE).

During the Superhero-themed Customer Service Week, VA employee Lauren Heiger (left) was awarded the title of “Wonder Woman” for her extraordinary customer service efforts.



ANNUAL REPORT HEALTH

Primary Care Mental Health Integration Grows 80%

The Primary Care Mental Health Integration (PCMHI) program saw a **growth increase of over 80%** in 2015. PCMHI works in collaboration with a Veteran's Primary Care team to provide mental health services.



21 Local Veterans Celebrated for Mental Health Recovery

VA Butler Healthcare hosted the 6th Annual Recovery Recognition Day in November to celebrate and honor 21 local Veterans who have overcome mental health problems.

Over 2,250 Flu Shots

VA Butler hosted **18 flu clinics** in 2015 with over **2,250 flu shots** given at them. VA also partnered with Walgreens this year to offer enrolled Veteran patients easy access to free flu shots.



PTSD Awareness

VA Butler provided two opportunities for Veterans and their family members to learn more, connect, and share information during Post Traumatic Stress Disorder (PTSD) Awareness Month in June – a “Helping a Family Member Who Has PTSD – Information Session” and a “PTSD Awareness Day Event.”



2015

In 2015, women remained the fastest growing group within the Veteran population.

Over 1,000 Women Veterans Receive Care at Butler

VA Butler served **1,025 female Veterans** in 2015, **70 new to VA**

WOMEN remain the fastest growing group within the Veteran population.

To date, 40 female Veterans have been seen at VA Butler's Domiciliary. Female-only groups at the Domiciliary remained a priority in 2015, and a new group was just added in the fall – Women's Recovery. This female-only health group

focuses on the day-to-day issues the females in the Domiciliary encounter and provides possible solutions to those daily stressors.

Throughout the year, VA Butler also focused several major health events on women Veterans, including the second annual Winter Women's Wellness event, VA's Go Red for Women Event, a Breast Cancer Awareness Walk, and the third annual Clothesline Project for Sexual Assault Awareness Month.



Acupuncture Clinic Opens

A new Acupuncture Clinic for Veterans at the main facility in Butler, PA started in the summer of 2015. VA Butler Chiropractors, Zachary Cupler and Michael Anderson, both licensed acupuncturists provide this new service to eligible Veterans.

“A typical acupuncture treatment can use as many as 30 needles depending on the symptoms and their severity,” said Zachary Cupler, Staff Chiropractic Physician and Licensed Acupuncturist. “Typically, you will be seated, lying face down or up. The number of treatments is highly individualized and can take several visits to determine your response.”

Acupuncture is used mainly to relieve discomfort associated with a variety of diseases and conditions. Some conditions acupuncture may help treat include chronic pain headaches/migraines and neuropathy.

“Studies have shown acupuncture stimulates specific areas of the brain that relate to pain, emotion, and memory. For example, acupuncture is understood to activate the release of endogenous opioids (natural painkillers),” said Michael Anderson, Staff Chiropractic Physician and Licensed Acupuncturist. “In addition to natural pain killers, endorphin, dynorphin and enkephalin, acupuncture treatments also stimulate the release of serotonin and dopamine (our happy/positive chemicals).”

Ronald Smith, U.S. Army Veteran has had several acupuncture appointments and what he likes most about it is – “it works!”

“I've read about it, heard about it, and for years I've always wanted to try it, so I did,



and it's amazing!” he said. “It helps relieve my pain and stiffness. The doctor is great. He takes the time to talk to me about it, and we have a good plan going, and it works!”

Mr. Smith goes weekly for acupuncture and he highly recommends it to other Veterans. He even told his doctor: “When word gets out about this, and everybody finds out that it works and you don't need to use drugs and all that other stuff to alleviate pain, you guys are going to be flooded with patients!”

Dental Ranks First Place... Again!

IN a national survey, the National VA Dentistry Survey of Dental Care Experiences of Patients, in 2015, for the third year in a row, VA Butler Healthcare's Dental Care received first place marks.

- 97.7% of patients rated VA Butler dentists a 9 or 10 on a 10 point scale, compared to 79% across the Veterans Health Administration, and 62% for the private sector

- 90.6% of patients rated their access to dental care at VA Butler a 9 or 10 on a 10 point scale, compared to 71% across the Veterans Health Administration, and 77% for the private sector

In every survey measure, VA Butler scored well above the national average.

New Health Care Staff Added at Butler and CBOCs



(PMRS) gained a new program manager – Dawn Zurzolo. Zurzolo has worked at VA Butler for over 21 years, working in some capacity with the outpatient rehabilitation team as well as the rehab staff in the Community Living Center.

In May, L. Anne McKee became the new Patient Advocate for Butler. McKee, a Combat Medic Army Veteran, has worked at VA Butler since 2002, first starting as a nursing assistant. McKee is a VA patient as well. She is also a member of the VFW, American Legion, and DAV.

In October, Nicole Thompson,

a registered nurse, started as the new Program Manager for the Women Veterans Healthcare Program. Thompson first

started at the VA as a Nurse Manager at the Clarion County Community-Based Outpatient Clinic.

New Naloxone Program Saves Lives

SINCE its start in FY15, VA Butler's Overdose Education and Naloxone Distribution (OEND) program wrote 83 naloxone prescriptions with four successful reversals – aka four lives saved.

The OEND program aims to decrease opioid-related overdose deaths among VA patients. Issuing naloxone prescriptions is just one part of this new program, other key

components include: opioid overdose prevention, recognition of opioid overdose, and rescue response. Naloxone and overdose education complement, but do not replace safe and responsible opioid use. The VA OEND program recommends offering overdose education to all Veterans who are at increased risk for opioid overdose or who are prescribed or using opioids.

ANNUAL REPORT TECH

Virtual Lifetime Electronic Record

VA Butler completed **64** Virtual Lifetime Electronic Record (VLER) consents in FY15. The VLER Health Program allows VA, non-VA health care providers, and Veterans to securely share certain health information from a Veteran's health record electronically. By sharing a Veteran's health information electronically, VA and non-VA providers are better able to coordinate and improve the overall quality of care for our Veterans.

Same-Day Prosthetics at CBOCs

The Community-Based Outpatient Clinics (CBOC) in Clarion, Cranberry, and Armstrong counties expanded their prosthetics equipment in stock. Previously, each clinic stocked between two and eight items, from assistive devices to bathroom equipment. Now, each CBOC stocks as many as 32 different pieces of durable medical equipment. Veterans no longer have to travel to the main facility in Butler to retrieve a necessary item, and it can be issued the same day they see their VA provider.

At the main facility, and the five CBOCs, **22,775 new prosthetic orders** were processed for 16,816 Veterans in FY15.



My HealtheVet Volunteer
Ryan McLafferty served 520
Volunteers hours



Over 85% of Butler Veterans Use My HealtheVet



VA Butler Healthcare serves over 16,500 registered MyHealtheVet users

OVER 85%, or approximately 16,500, Veterans at VA Butler are registered for a My HealtheVet (MHV) account. My HealtheVet, VA's online personal health record features basic, advanced, and premium accounts.

In FY15, 429 Veterans completed the one-time In-Personal Authentication (IPA) process for a Premium account, the highest account. As a result, 13,207 Veterans have upgraded accounts at Butler.

Navy Veteran Edward Luczak is just one of many who

has a Premium My HealtheVet account and uses My HealtheVet for "everything" – from communicating with his health care team using Secure Messaging to refilling his prescriptions. "I use My HealtheVet all the time. Secure Messaging helps me really stay on top of things since I confirm different things with my health care team. I also have 18 medications I receive, which can be very daunting at times. Being able to see the medications on the pharmacy list, and track them on My HealtheVet is such a nice feature."

A newer feature available to Veterans with a Premium Account is VA Notes. These are clinical notes that a Veteran's health care team records during appointments or hospital stays. Also available are Veterans' VA Immunization records, more detailed lab reports and a list of current medical issues. These newer features are in addition to prescription refills, VA Appointments and Secure Messaging.

At VA Butler, 7,612 Veterans have chosen to use Secure Messaging to communicate with their VA health care teams. In FY15, 61 Secure Messaging Teams at VA Butler received 6,122 Secure Messages,

with an average response time of one day.

Prescription Refills, perhaps the most popular feature of this online tool averages 72 refills daily, 503 weekly, and 2,181 monthly at VA Butler. 26,174 prescription refills were ordered online through the My HealtheVet Refill Prescription option in 2015.

Volunteers help contribute to the high volume of My HealtheVet users at Butler. My HealtheVet Volunteer John Morgan served 180 Volunteer hours, assisting 160 Veterans MHV users, and My HealtheVet Volunteer Ryan McLafferty served 520 Volunteers hours assisting with Veteran mailings for the program.



Confidential chat at
VeteransCrisisLine.net
or text to **838255**

1 QUESTION

can open the door **TO SUPPORT**



My HealtheVet by the Numbers

13,207 Premium Accounts

7,612 Secure Messaging Users

6,122 Secure Messages Received

26,174 Pharmacy Refills

9,664 Veteran Referrals

184 Staff Trainings

700 Volunteer Hours

New Technologies Improve Health Care Services

Over 2,000 Veterans, or 2,641 to be exact, used telehealth in some capacity at VA Butler Healthcare in 2015. VA Butler's three types of Telehealth, Home Telehealth (HT), Store-and-Forward Telehealth (SFT), and Clinical Video Telehealth (CVT) expanded services and added new programs this year.

Sleep Studies and Pulmonary Function Tests are new SFT programs for this year. For Store & Forward Telehealth (SFT), digital images, video, audio and clinical data are captured and stored, then transmitted or forwarded to another VA facility and evaluated by medical specialists.

"VA Butler is growing as a Regional Reading Center for SFT Diabetic Retinal Imaging with our new Ophthalmologist as well as for SFT Dermatology with two Dermatologists," said Laurie Conti, VA Butler's Telehealth Coordinator. "Our local specialists are interpreting these important pictures of the eyes and skin for Veterans in Philadelphia, Des Moines, and Omaha VA Medical Centers. Sites are being added in 2016 to continue this service to our VAs around the country."



Telehealth Education Delivered" (TED) vehicle, technologies were displayed that enable telehealth areas such as mental health, rural health, surgery, wound care, audiology, primary care, non-invasive cardio, and dermatology, and more.

New CVT programs in 2015 included: Diabetes Management, Chronic Kidney Disease, Chaplaincy, and Genomics Care.

"The new Genomics Care Program connects VA Butler with Genetic Counseling Specialists at the Salt Lake City VA, bringing very specialized care to our local Veterans," Conti said.

Another new program for 2015 called "CVT to Home" allows a VA provider at one of VA Butler's facilities to talk to a Veteran right from their home. Veterans need to have internet access and a web camera to participate.

"'CVT to Home' has such potential to provide more care to more Veterans – rural, home bound, and those with

health issues or schedule issues that make travel to the facility difficult," Conti added.

The "Telehealth Education Delivered" (TED) vehicle also made a visit to VA Butler Healthcare in July of 2015. Over 75 employees, volunteers, and Veterans were provided education and training on telehealth equipment during the visit. TED show-



Nurse Executive Sharon Parson took a tour of the TED vehicle in July.

cased technologies that enable telehealth in many areas such as mental health, rural health, surgery, wound care, audiology, primary care, non-invasive cardio, and dermatology, and more.

"It was great to see that we are already using the vast majority of technology available to serve our Veterans," shared Conti. "There are newer versions of the equipment we have, which allowed us to see how things are improving to be most responsive and meet our Veteran's needs (i.e., touch screen technology, very user friendly). "There is also a new Wound Care laser tool available that we hope to use in the near future."

Veterans improve driving skills in safe conditions with state-of-the-art simulator

VA Butler upgraded to a new driving simulator in January 2015. It provides a virtual reality driving experience in a safe environment for Veterans.

Built into a Ford Focus, the simulator lets drivers experience what it's like to drive in residential, commercial, country, rural, highway and/or interstate settings. Software tests for brake reaction time, steering reaction time, combination gas brake and steering, visual scanning, speed control, lane positioning, processing speed, and reactions to hazards. It also allows for the function of a left foot accelerator or hand controls.

"It was realistic to the point that you can get motion sickness by rocking the steering wheel. It really does feel like you're going down an interstate, and a car is coming up beside you. You think you're driving a new Ford," said Robert



Kinesiologist Jill Umstead helps Veterans through VA Butler's Driving Rehabilitation Program, which uses the new driving simulator.

Edgar, Navy Veteran and the first Veteran to use the new simulator.

Mr. Edgar's exposure to Agent Orange while serving in Vietnam resulted in severe neuropathy in his feet, limiting his driving abilities. He knew it was time to consider hand controls for his vehicle, so he

contacted the VA and was introduced to the new drive safety simulator.

With hand control driving, one hand is steering, while the other operates the gas and brakes. "I'd never done anything like this until the simulator. The simulator is a necessary step. I've been

driving for a long time; there are some old habits you have to break," Edgar added.

The simulator provides a series of tests, all requiring proficient scores before proceeding in VA Butler's Driving Rehabilitation Program. VA Butler Healthcare has provided a Driving

Rehabilitation Program for over five years to assess Veterans' driving aptitude, and assist them in learning new skills that may be needed to get back on the road. In FY15, more than 63 Veterans have been tested with the new driving simulator.

ANNUAL REPORT LIFESTYLE

WELLNESS



Most VA2K Walkers and Rollers in VISN 4
VA Butler had the most participants with **244** employees, volunteers, Veterans, and community members in VISN 4 at the 5th annual VA2K Walk & Roll Event in May. VA Butler also collected **1,362 items** with an estimated value of **\$1,715** for homeless Veterans.

1,665.6



The number of pounds lost in VA Butler's MOVE! weight management program in 2015

420 Veterans participated this past year and **lost over 1,000 pounds!**

New for 2015 – an additional **MOVE!** Support Group at the Armstrong Community-Based Outpatient Clinic.



Fitness Classes Five Days a Week

238 free Veteran fitness classes were offered during FY15, with 674 Veteran attendances. Classes ranged from basic cardio to Zumba and yoga.



A local salon regularly volunteers their staff's time and talents to cut Veteran's hair in the Community Living Center

ARTS

Creative Arts Helps Mental Health Recovery



VA Butler's 2015 Mental Health Arts Event helps heal through creativity

THIS summer, VA Butler hosted its third annual Mental Health Creative Arts Event. Local Veterans displayed their artistic talents – paintings, drawings, woodwork, clothing, and more. Attendees voted for their favorite artist, and the three top winners received an award. This year's first place winner was Army Veteran Gregory Stokes.

Mr. Stokes has been involved with art for 60 years! He started going to art school at age nine, painted overseas with the U.S. Army, had his own art shop, and now plans to continue painting for as long as he is able. He's painted all varieties of topics and people

working with all mediums, although oil is his favorite.

"When I'm stressed or have a problem, I pick up a paintbrush or a pencil and paper," he said. "I love it, and it helps me express my feelings."

People have been using the arts as a way to express, communicate, and heal for thousands of years. Recreation therapy, including arts, helps treat the physical, mental and emotional well-being of Veterans.

"Art is a great thing for anybody because you don't have to be an artist to pick up a pencil. Just pick up a pencil and piece of paper and draw it out – your mood/how you're feeling that day. You might be surprised at the outcome!"

Veterans Andrew Slywczuk and Byron Walker took second and third place at this year's event.

ARTS

Quilt Honors Women Veterans

IN recognition of National Women's History Month in March, VA Butler began a women Veterans recognition quilt. Once completed, the quilt will be made up of individually designed squares; each one devoted to a woman Veteran. Quilt squares vary in design, often including pictures, dates served, rank, and branch of service. To be honored and remembered on the women Veterans quilt, the only requirement was that the woman must have served in the U.S. Armed Forces.

The Pieceful Patchers Charity Quilters, part of the Pieceful Patchers Quilt Guild have volunteered their time, and donated all materials to put together the final Women Veterans Quilt. They plan to donate the finished quilt early in 2016 which VA Butler will then put on display at the facility.

FOOD

'Nutrition Kitchen' Teaches Healthy Eating

Five 'Nutrition Kitchen' demonstrations in 2015 provided Veterans, VA staff, and volunteers with some great recipes to eat well. During the annual Summer Health & Wellness Event in August, VA Chef Rachelle Lyons showcased three healthy recipes, including Watermelon Feta Salad.

WATERMELON FETA SALAD

INGREDIENTS:

- For the vinaigrette:
- 1/4 cup freshly squeezed orange juice
- 1/4 cup freshly squeezed lemon juice (2 lemons)
- 1/4 cup minced shallots (1 large)
- 1 tablespoon honey
- 1/2 cup good olive oil
- 1 teaspoon kosher salt
- 1/2 teaspoon freshly ground black pepper
- 6 cups baby arugula, washed and spun dry
- 1/8 th seedless watermelon, rind removed, and cut in 1-inch cubes
- 12 ounces good feta cheese, 1/2-inch diced
- 1 cup (4 ounces) whole fresh mint leaves, julienned

DIRECTIONS:

Whisk together orange juice, lemon juice, shallots, honey, salt, and pepper. Slowly pour in olive oil, whisking constantly, to form an emulsion. If not using within an hour, store the vinaigrette covered in the refrigerator. Place the arugula, watermelon, feta, and mint in a large bowl. Drizzle with enough vinaigrette to coat greens lightly and toss well. Taste for seasonings and serve immediately.



TRAVEL



Community Outings Improve Health & Well-being for Veterans

VETERAN residents at VA Butler’s Community Living Center (CLC) and Domiciliary (Dom) participated in multiple community outings throughout 2015 as part of Recreation Therapy.

CLC Veterans took close to 30 trips in 2015. Highlights include: a Butler BlueSox baseball game, boat rides on the “Nautical Nature” at Moraine State Park, a Christmas Light Show, two trips to the Meadows Racetrack, and multiple luncheons at local VFWs, American Legion and Auxiliary Posts, Elks Lodges, and others.

Veterans in the Dom went to multiple sporting events,

and routinely took trips to go bowling, golfing, and fishing. In addition, they took a 20-mile bicycle trip along the Allegheny River in May and June, met Punxsutawney Phil at an outing in January, took a train ride in Titusville, and went horseback riding monthly through a Veteran’s program at Slippery Rock University.

“I used to hate the idea of groups and trips. When I first got to the Dom, I would be in agony, ‘I didn’t want to go. I didn’t want to do that. But one day – I remember we were driving down the road, heading for a golfing trip. AC/DC was playing on the radio, and Chris [Recreation

Therapist] was singing along. I noticed that for the first time, in a very long time, I smiled and felt comfortable. I felt joy. Recreation therapy was important to me. I learned to laugh again at the Domiciliary,” Army Veteran Kevlene ‘Kevy’ Kelly shared.

The benefits of recreation therapy for Veterans include improving physical well-being such as weight management and controlling diabetes and hypertension. The therapy can also improve social functioning and help Veterans develop new leisure skills. It can enhance creative expression and break down barriers for cultural expression.

www.butler.va.gov/news
Your source for VA Butler news, publications, social media and more

EDUCATION

All-Day Caregiver Trainings Offered

VA Butler’s Caregiver Support Program hosted two all-day Self-Care Programs for Caregivers in 2015. In March, nine Caregivers participated in: “Managing Stress for Family Caregivers” and “Problem Solving and Effective Communication

for Family Caregivers.” In November, 15 Caregivers participated in: “Taking Care of Yourself” and “Problem Solving and Effective Communication for Family Caregivers.”

VA Butler’s Caregiver Support Program supported 41 Family Caregivers, and 497 general Caregivers in 2015.

New Education Clinic for Iraq/ Afghanistan Veterans

VA Butler’s OEF/OIF/OND Program developed a new Education Clinic in 2015 to better assist Veterans interested in attending school. VA staff visit local colleges, universities, and trade schools to ensure Veterans there are aware of VA benefits and services available to them, as well as to facilitate discussions on how VA Butler and school programs can better work together to serve Veterans.

The new clinic visited Butler County Community College and Slippery Rock University in 2015, and has plans for additional schools in 2016.

As an additional component of this new clinic, staff in VA Butler’s Center for Behavioral Health is available to meet with Veterans considering school, as well as those who may already be in school but find themselves struggling with the transition.

FOOD

Over 600 Items Collected for Healthy Living Food Drive

VA Butler’s Health Promotion & Disease Prevention Program conducted the annual Healthy Living Food Drive in January for local Veterans in need. 636 items were collected, helping 36 individual Veterans and 19 Veteran families.



Three Successful Farmers Markets

VA Butler hosted three Farmers Markets in 2015 to encourage healthy eating. Brenckle’s Farms and Greenhouses provided locally grown, farm fresh produce to employees, volunteers, and Veterans.

TRAVEL

VIST Travels to VA Cleveland

VA Butler’s VIST Coordinator traveled with eleven blind Veterans plus their family members to the VA Cleveland Blind Rehabilitation Center in August. Veteran alumni and prospective

attendees participated in VA Cleveland’s 4th Annual Reunion.

In FY15, over 150 Veterans utilized VA Butler’s Visual Impairment Services Team (VIST).



Veterans at VA Butler’s Domiciliary gathered in the snow to build “Sobriety the Snowman” using their well-earned sobriety coins for the buttons.

MUSIC



Volunteering through Music

KOREAN War Veteran Jack Covert volunteers to play music for Veterans at VA Butler twice a month with Tony Frochio (also known as ‘Washboard Tony’). The two play frequently for Veterans in VA Butler’s Adult Day Health Care (ADHC) Program. Jack plays acoustic guitar and sings, while Tony

plays drums, tambourines, spoons, washboards, and more. Jack knows hundreds of songs, but they always conclude their playing with “God Bless America.”

“We play to give back. If we can touch one Veteran through music and put a smile on their face, then we’ve done our job,” said Tony.

“We get something back too. Seeing the Veterans smile, have a good time, and clap along to our music is very rewarding.”

Giving back through music is just one of many ways volunteers thanked Veterans in 2015. 346 volunteered 39,808 hours of service at VA Butler this year. In addition, \$156,202.54 was donated.

ANNUAL REPORT SPORTS

2,709

The number of male and female OEF/OIF/OND Veterans who are enrolled at VA Butler Healthcare



KEYSTONE CHAPTER OF THE PARALYZED VETERANS OF AMERICA

More than 600 wheelchair Veterans compete in the 35th National Veterans Wheelchair Games

Paralyzed Veterans of America (Paralyzed Veterans) and the Department of Veterans Affairs (VA) co-presented the 35th National Veterans Wheelchair Games in Dallas in late June for over **600 Veterans**. The National Veterans Wheelchair Games (NVWG) is a rehabilitation and wheelchair sports program empowering Veterans with spinal cord injuries, multiple sclerosis, amputations and other neurological injuries to live more active and healthy lives through wheelchair sports and recreation.

Each summer, Veterans from across the United States, including a team from Great Britain, travel to a new community hosting the NVWG. During the week, Veterans compete in 18 wheelchair sports events while providing encouragement and mentoring for new Veterans.

Jim Riemer, U.S. Navy Veteran, who uses VA Butler Healthcare, participated in the 2015 NVWG winning a **bronze medal** playing Boccia. Riemer's first time participating in the games was in Pittsburgh in 1988.



Volunteers helped say "Thank you" to Veterans at VA Butler's Welcome Home Event in 2015

Iraq/Afghanistan Veterans Play with Pittsburgh Steelers



Veterans get a chance to pass, punt and kick with Pittsburgh Steelers

At the 8th Annual Heroes at Heinz Field event, 15 Veterans from VA Butler Healthcare along with their guests got the opportunity to catch, kick, and throw footballs with the help of current Pittsburgh Steelers players.

The event is done annually

through a partnership between the Steelers and VA Healthcare VISN 4 to honor Veterans who served in Iraq or Afghanistan.

2,709 (2,488 male, 221 female) Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/Operation New Dawn (OND) Veterans are enrolled at VA Butler. Three new Veterans enrolled after attending the Steelers football event this fall as Veterans' guests.



Car Cruise Comes to VA Butler Campus



150 classic cars and trucks were on display at VA Butler during the VFW and Rodfathers Veterans Car Cruise in July. VA Butler hosted its annual Welcome Home Event for OEF/OIF/OND Veterans

during the car cruise.

Approximately 350 people attended the Car Cruise/Welcome Home Event. In addition to the classic car display, VA staff were available to provide VA health care and



A highlight from the event was the display of the Chris Kyle Truck. A Veteran-owned, off-road custom shop in Slippery Rock, PA partnered with the Chris Kyle Frog Foundation to build a custom truck for OEF/OIF Veterans in honor of Chris Kyle and the Chris Kyle Frog Foundation. Completing four tours, Chris Kyle was one of the most decorated U.S. Navy SEALs in history.

benefit information, as well as information about special programs, enrollment, education and employment opportunities, Veteran family resources, and community resources to attendees.

ANNUAL REPORT OPINION

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2015



facebook.com/VAButlerPA
twitter.com/VAButlerPA

Shout-Outs from our Social Media

VA Butler Healthcare Center is by far the best hospital I've ever been to. My team of doctors listen to me and are open to suggestions concerning my treatment. All the staff and volunteers are polite, courteous, and helpful. I live close and if I have any issues, one of my doctors is always willing to see me off schedule. Keep up the great work!

Dann Cunningham

★★★★★

The staff is always really helpful when I go in there. They try to get everything I need taken care of at the time so I won't have to come back.

Victoria Shuler

★★★★★

Carla Russell is leading the charge at the VA Butler Healthcare Center with a heart of gold. Her professional acumen and attention to every detail is very re-assuring to the veteran, and helps build hope and confidence in the American promise that was given to each of us when we enlisted. A great lady, Carla Russell. Thank you!

Denny Beck

★★★★★

God bless this VA Butler Healthcare Center, My hubby (Marlin) goes here all the time! Never had a problem with them or their care ♥ Thanks VA Butler Healthcare Center

Trudy Rogers



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LETTERS



Life Saving

VA Butler Healthcare helped save my life. When I first came, I was mentally and spiritually broke, beaten down – my confidence had been stolen from me, along with any hope I had for myself. I was completely lost, and had no idea how to build myself back up...that's where VA staff came into play.

The staff didn't look at me like I looked at myself. They didn't hold me to the stereotypical standard of a drug addict or alcoholic, but instead, they held me to the standard of a United States Veteran. This gave me the courage and strength to see in myself what they were seeing.

Artine Shirvani Kenaraki
Army Veteran
Evans City, PA

Veterans First, Always

Even though I was only the Director at VA Butler for a small portion of 2015, in that small time I saw just how great the year was. Three new CBOCs opened, construction started on the new Health Care Center, new programs and services were added, and

employees worked hard every day to put Veterans first, always.

The content in this Annual Report speaks for itself of the many achievements at VA Butler in 2015, and I look forward to a year just as great in 2016.

David P. Cord
Air Force Veteran
VA Butler Director
Murrysville, PA

VOICE OF THE VETERAN

Anonymous Veteran Satisfaction Comments for FY15

The Butler VA can't do anything better than they already are...facility is spotless...top notch.

Other hospitals (both VA and non) should model after VA Butler Healthcare.

The Butler VA has been an absolute blessing in my life. I'm alive today because of it.

I'm new to the VA. My appointment was fast and efficient and everyone was nice. I was amazed!

Everyone Cares

I go to VA Butler Healthcare every week, at least once a week. When I pull in, that parking lot is slammed-packed full of cars, but every time I walk in, everyone makes me feel like I'm the only one there. I've been going to VA Butler since April 2013 and I have not one complaint.

I've heard horror stories

that nobody cares and VA is just terrible – I can't even believe it! VA Butler is phenomenal. They have their program together. Everyone cares and acts like they want to be there – that makes me want to be a part of it and let them help me.

Duane A. Confer II
Marine Corps Veteran
Sharon, PA

Music to My Ears

I can honestly say that over the years I have had a taste of the worst of the VA as it struggled to deal with returning Vietnam Veterans such as myself, but now, in recent years, I am fortunate to enjoy the best. Doctor Niebauer at VA Butler, is a big part of "best of the VA," someone who truly has remained an advocate for my care and opened yet another new door for modern-day treatment.

When she asked if I would be interested in trying a rather new program that involved teleconferencing from my home computer to her office for one-on-one PTSD sessions, it was music to my ears. From the jump, the program worked pretty much as advertised from my end right out of the box. Once we got familiar with the process for logging

Dr. Mary Jane Niebauer "meets" with Bernard for appointments using telehealth.



on and bringing up the simple program on my home computer it has been wonderful to say the least.

Bernard Williams
Vietnam Veteran
Venango County, PA



Shawn M. Fouse, Army Veteran



"I lost 5 pounds this week, but if you convert it to metric, then factor in dog years and the wind chill factor, it's more like 15 pounds."



VA Butler Healthcare, located in Butler County, Pennsylvania has been attending to Veterans' total care since 1947. We are the health care choice for over 19,000 Veterans throughout Western Pennsylvania and parts of Ohio and are a member of VA Healthcare VISN 4 under the U.S. Department of Veterans Affairs. VA Butler Healthcare provides comprehensive Veteran care including primary, specialty and mental health care – as well as management of chronic conditions and social support services to our nation's Veterans. We proudly serve America's Veterans at our main campus as well as at our five Primary Care VA Outpatient Clinics in Armstrong, Southern Butler County (Cranberry Township), Clarion, Lawrence and Mercer Counties.